

COMMUNITY SERVICES OFFICER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, performs a wide variety of specialized and technical non-sworn law enforcement duties in support of Police Division operations and services including in the areas of patrol, property and evidence, training, juvenile diversion, or other areas as assigned; provides information and assistance to the general public and answers citizen inquiries; and performs a variety of other non-sworn law enforcement, clerical, and administrative functions in support of Police Division services and activities not requiring Peace Officer status.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of specialized and technical non-sworn law enforcement duties in support of the Police Division including in the areas of patrol, property and evidence, training, juvenile diversion, and other areas as assigned.
2. Respond to non-hazardous, non-emergency, and/or cold calls for service in-lieu of a Police Officer; respond to emergency calls including traffic collisions; respond to hazard calls including spills and items in roadway; interview complainants; prepare necessary criminal and non-criminal police reports including traffic, grand/petty theft, ID theft, stolen/recovered vehicles, fraud, lost/stolen property, found property, vandalism/graffiti, and burglary reports; assist other agencies as required.
3. Identify, document, preserve, and collect evidence at crime scenes including from general crimes investigated within the scope of own investigation as well as at major crime scenes in support of other personnel; perform photography duties as requested
4. Dictate and/or write reports in reference to investigations; complete evidence voucher for evidence or property collected; book evidence or property into evidence.
5. Perform a variety of duties to enforce specific sections of the California Vehicle Codes and City of Ceres municipal ordinances; proactively patrol City to enforce parking codes and regulations by issuing warnings or citations as applicable; have vehicles towed as required; advise the general public on laws and regulations affecting parking.
6. Provide traffic control including at potentially hazardous situations, traffic accidents, crime scenes, fires, funerals, special events, and during power outages and weather related incidents.
7. Coordinate the Police Division's training functions; research training requirements for all sworn and non-sworn personnel for continuing professional training as well as perishable skills; schedule personnel for Police Officer Standards and Training (POST) and mandated legislative requirements training; ensure compliance of all personnel on required training as needed by assignments; serve as liaison with local, state, and federal agencies for training opportunities and other requirements; serve as representative for the Police Division for regional training meetings as required by POST with advisement duties to the Regional Training Center; coordinate and schedule in house training;

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complete payment vouchers and maintain training budget for POST reimbursement/non-POST reimbursement and subsistence and travel; provide management with budget recommendations maintain files and records.

8. Perform a variety of duties associated with the maintenance and control of Police property and evidence throughout the judicial process; empty evidence lockers and process property and evidence including matching property voucher from booking locker to booked property and assigning a barcode label to each property voucher and the corresponding piece of evidence; give each piece of evidence and property a shelf location and record location on voucher form; process evidence as appropriate including to prepare, package, and mail drug envelopes, blood/alcohol boxes, and fingerprint evidence to the Department of Justice for processing; process requests for evidence needed for court including to retrieve evidence and properly record the chain of custody; maintain records from intake, through prosecution, to final disposition; purge all Police property and evidence according to state and local mandates.
9. Coordinate the juvenile diversion program; review and recommend disposition of all juvenile citations of juvenile offenses committed in the City; route cases to appropriate agency including probation or the Ceres Police Division diversion program; schedule hearing process; conduct juvenile diversion hearings; administer and conduct follow-up for all cases including to monitor and supervise juvenile participation in the program and assist in program completion; coordinate programs and classes given to juvenile offenders to address citation; notify and supervise juvenile work days; impose and collect fines for juvenile vandalism, traffic citations, and restitution; counsel and assist parent in finding programs to assist them according to their child's need; conduct and monitor various diversion programs including to schedule and assist speakers; attend the schools Attendance Review Board.
10. Oversee assigned programs and functions; supervise and assist in coordinating the Volunteers in Public Safety (VIPS) program; assist with other volunteer programs including Reserve and Explorer programs.
11. Provide information and assistance to the general public; answer citizen inquiries and respond to complaints and requests for services from other department staff, the general public, other law enforcement agencies, and other agencies; provide information to violators, the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices; give station tours; serve as public information officer.
12. Perform a variety of clerical and administrative functions in support of the Police Division services and activities; provide training to new personnel related to area of assignment; attend committee meetings; assist with special projects as assigned.
13. Process Administrative citations for the City; notify and maintain database; route citation to appropriate personnel.
14. Conduct employment background investigations.
15. Fingerprint citizens for employment and licensing; fingerprint and photograph arrested subjects who have been released by a citation to appear in court.
16. Maintain various logs and records; gather information and prepare routine reports as assigned; enter, input, and retrieve a variety of information using a computer terminal.
17. Perform other duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
Standard law enforcement information, communications, and record keeping terminology.
Principles and techniques of traffic control.
Basic interviewing methods and principles.
Principles, practices, and safe work methods used in collecting, processing, logging, storing, and safeguarding evidence, property, and materials including hazardous materials
Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
Self defense principles and practices.
Safe work methods and safety regulations pertaining to the work including officer safety standards and safe driving principles and practices.
Modern office procedures, methods, and equipment including computers.
Computer applications such as word processing, spreadsheet, and database applications.
Automated law enforcement information systems and procedures.
Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.
Law enforcement record keeping and records management principles, procedures, techniques, and equipment.
Research and report writing techniques.
Methods and techniques used in customer service and public relations.
Methods and techniques of public speaking and instruction.
Principles and practices of record keeping and reporting.
Principles of business letter writing and basic report preparation.
English usage, spelling, grammar, and punctuation.
Geographic features and locations within the area served.
Standard broadcasting procedures of a police radio system.

Ability to:

Perform a variety of non-sworn law enforcement activities; exercise independent judgment and work with a minimum of supervision.
Learn methods and techniques related to basic police functions including those used in patrol, property and evidence, training, juvenile diversion, and related functions and programs.
Understand the organization, operation, and services of the City, the Police Division, and of outside agencies as necessary to assume assigned responsibilities.
Understand, interpret, and apply pertinent federal, state, and local codes, laws, and regulations including vehicle codes, penal codes, and municipal codes.
Understand, interpret, and apply general and specific administrative and departmental policies, procedures, and guidelines.
Prepare clear, concise, factual, and thorough reports and statements.
Prepare, maintain, file, and index a variety of reports, records, and other written materials.
Direct and control traffic during special events or other emergency situations.
Operate and use modern office equipment including a computer and various software packages.
Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data.
Operate assigned vehicle in a safe manner.
Use and operate assigned tools and equipment including portable radio, camera, and

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evidence/fingerprint kit.

Exercise good judgment in maintaining critical and sensitive information, records, and reports.

Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Analyze situations and adopt a course of action.

Exercise tact and judgment in responding to inquiries and resolving complaints and problems.

Remain calm under emergency situations.

Deal tactfully and courteously with the public and law enforcement personnel.

Respond to requests and inquiries from the general public.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Organize and prioritize work assignments.

Understand and follow oral and written instructions.

Type and enter data accurately at a speed necessary for successful job performance.

Work varied hours including evenings, weekends, and holidays.

Demonstrate an awareness and appreciation of the cultural diversity of the community.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Specialized clerical or law enforcement training is highly desirable.

Experience:

One year of increasingly responsible clerical, code enforcement, or related experience that includes a high level of public contact. Prior law enforcement experience is desirable.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Office and field setting; travel from site to site; exposure to inclement weather conditions; some exposure to fumes, airborne particles, and toxic or caustic chemicals; some exposure to moving mechanical parts; extensive public contact; the noise level in the work environment is usually moderate but may be very loud due to sirens, etc.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field setting; to walk, stand, or sit for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; occasionally climb and balance; regularly push, pull, lift, and/or carry light to moderate weights; frequently lift and/or move moderate to heavy weights; occasionally lift and/or more heavy weights; operate law enforcement and general office equipment requiring repetitive hand movement and fine coordination; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.

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Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous
FLSA Status: Non-Exempt

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Johnson & Associates

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Community Services Officer position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.